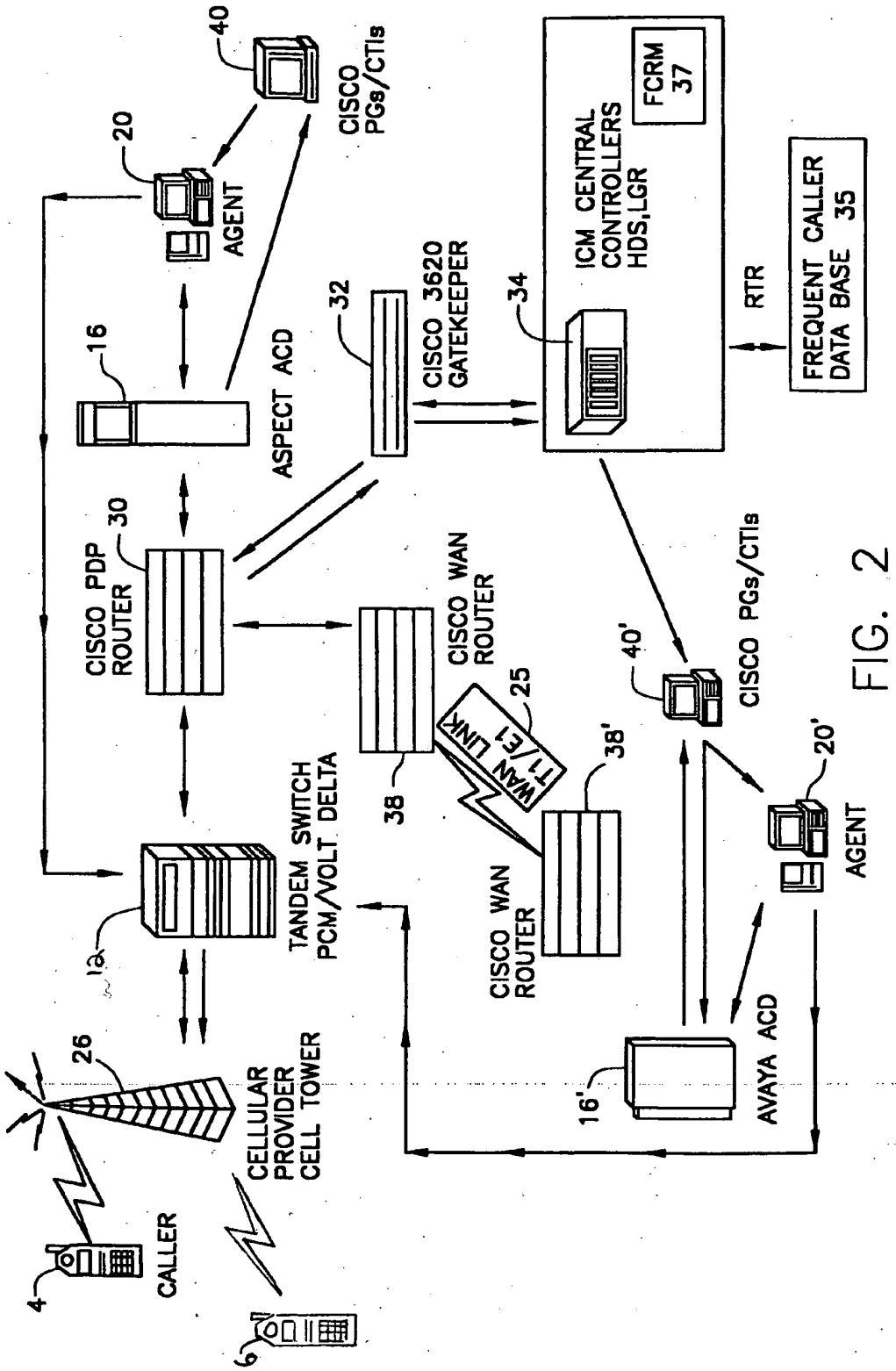
40
CISCO PGs/CTIs
20
AGENT
16
ASPECT ACD
32
CISCO 3620 GATEKEEPER
34
ICM CENTRAL CONTROLLERS HDS,LGR
FCRM 37
RTR
FREQUENT CALLER DATA BASE 35
CISCO PDP ROUTER
30
CISCO WAN ROUTER
25
WAN LINK T1/E1
38
40'
CISCO PGs/CTIs
38'
20'
AGENT
TANDEM SWITCH PCM/VOLT DELTA
1a
CISCO WAN ROUTER
26
CELLULAR PROVIDER CELL TOWER
16'
AVAYA ACD
CALLER
4
6

FIG. 2